

**Amendments to the Claims:**

This listing of claims will replace all prior versions and listings of claims in the application:

**Listing of Claims:**

1. (Currently Amended) A method of automatically reconfiguring a component of a remote services network system, said system comprising a customer and at least one service provider, said method comprising the steps of:
  - detecting a communication error related to a component of said network;
  - identifying a configuration parameter associated with the occurrence of said communication error;
  - responsive to the communication error comprising an error of the identity of said component, obtaining corrected configuration data by automatically redirecting a request to a server local to the customer for a new client certificate from a secure universal resource locator associated with a service provider web site containing data parameters relating to components of said remote services system;
  - responsive to the communication error comprising an error related to connectivity of said component to said remote services network, obtaining corrected configuration data by automatically obtaining a valid client certificate from either a secure universal resource locator associated with the service provider web site containing data parameters relating to components of said remote services system, or a secure universal resource locator local to the customer; and
  - ~~obtaining corrected configuration data relating to said configuration parameter; and~~
  - automatically installing said corrected configuration data on said

component to restore communication with said remote services network.

2. (cancelled)

3. (cancelled)

4. (currently amended) The method according to claim ~~[[2]]~~1, said identity error comprising an invalid client certificate.

5. (cancelled)

6. (cancelled)

7. (currently amended) The method according to claim ~~[[6]]~~1, further comprising the step of revalidating ~~communications of said~~  
corrected configuration data prior to said automatic installation.  
~~component with said remote services system.~~

8. (cancelled)

9. (currently amended) The method according to claim ~~[[8]]~~1, further comprising the step of revalidating communications of said component with said remote services system.

10. (currently amended) A remote services system, comprising:  
a system component in communication with said remote services system,  
said component having a plurality of stored data parameters for maintaining communication with said remote services system;  
a data base containing valid configuration data parameters for maintaining communication of said system component with said remote services system; and

a communication module operable to detect a communication error between said system component and said remote services system and to correct said communication error by obtaining valid configuration data parameters from said data base and installing said valid configuration data parameters on said system component;

an application server, said application server being operable to obtain valid configuration data parameters from said data base and to transmit said valid configuration data parameters to said system component for automatic installation in response to an instruction received from said communication module, wherein responsive to said communication error comprising an error of the identity of said component, obtaining a new client certificate by automatically redirecting said instruction to a server local to the customer for a new client certificate, and wherein responsive to said communication error comprising an error related to connectivity, automatically obtaining a valid client certificate from a server controlled by a service provider.

11. – 14. (cancelled)

15. (currently amended) The remote services system according to claim wherein said applications server revalidates said corrected configuration data prior to automatic installation. ~~14, said data base residing on a serve controlled by a service provider.~~

16. (currently amended) The remote services system according to claim ~~[[15]]~~10, further comprising a internet web site for providing limited access to said data base residing on said server controlled by said service provider.